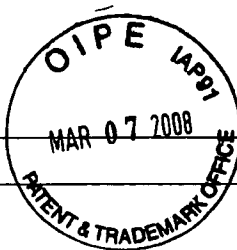


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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

**Complete if Known**

<b>Application No.</b>	10/724,955
<b>Filing Date</b>	12/01/2003
<b>First Named Inventor</b>	Renjith Ramachandran
<b>Art Unit</b>	4143
<b>Examiner Name</b>	Preston, John O.
<b>Attorney Docket No.</b>	1160215/0511786

<b>Sheet</b>	1	of	1
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**U.S. PATENT DOCUMENTS**

Examiner, initials	Cite No.	DOCUMENT NUMBER Number-Kind code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US- None			

**FOREIGN PATENT DOCUMENTS**

Examiner initials	Cite No.	Foreign Patent Document Country Code <sup>3</sup> -Number <sup>4</sup> -Kind code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		None				

**OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS**

Examiner initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T <sup>6</sup>
		None	

**CONVERGYS CROSS REFERENCES**

Examiner initials	Cite No.	
/J.P./	1	Office Action dated 12/31/2007 for U.S. Application Serial No. 10/666,631

EXAMINER SIGNATURE /John Preston/DATE CONSIDERED 09/14/2009

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup> Enter office that issued the document, by the two-letter code (WIPO Standard ST. 3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.